North American Tour

"The Essentials of ITIL Service Management"

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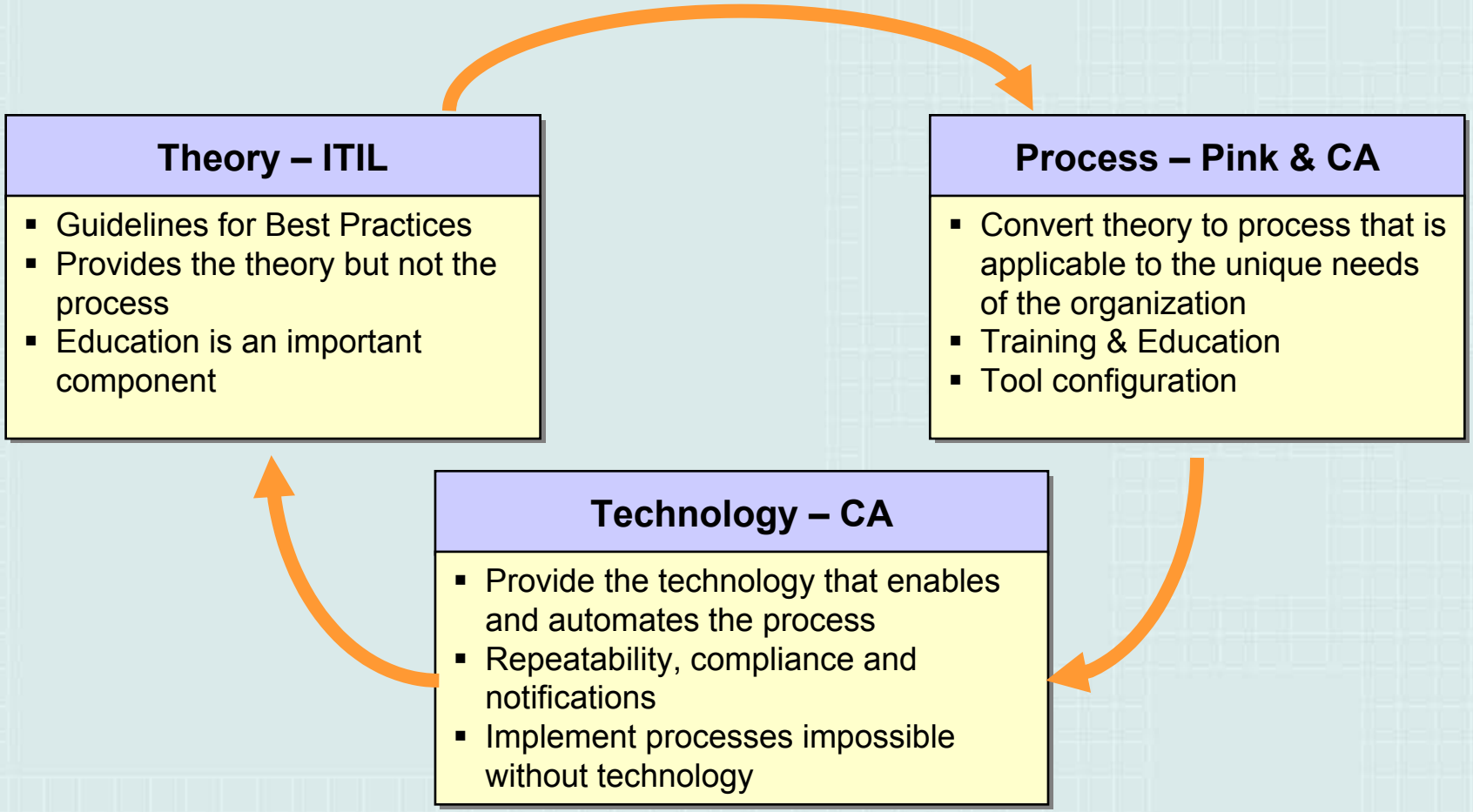
September 21, 2004

Sacramento, CA

Making ITIL Real

Key Success Factors

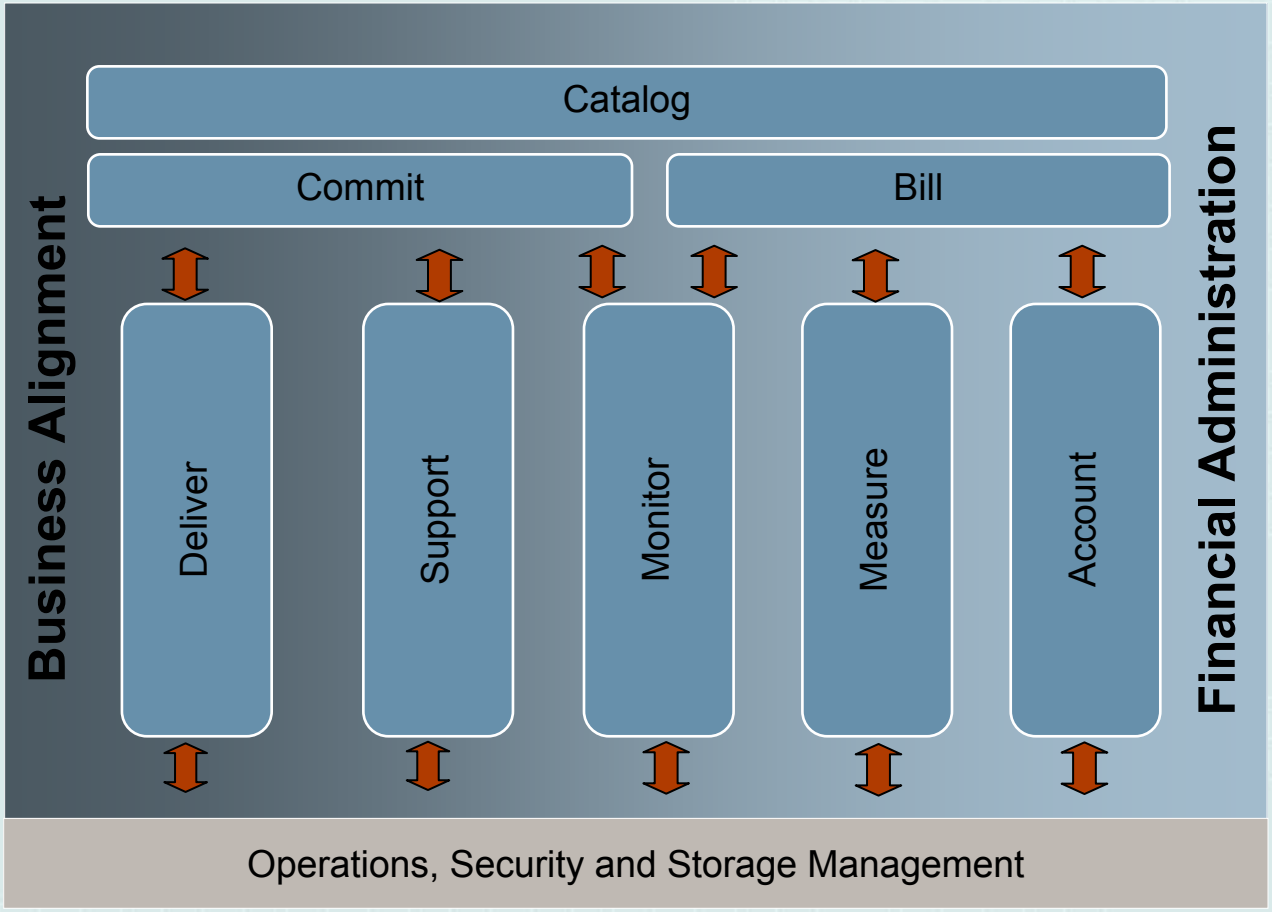


CA's Enterprise Infrastructure Management

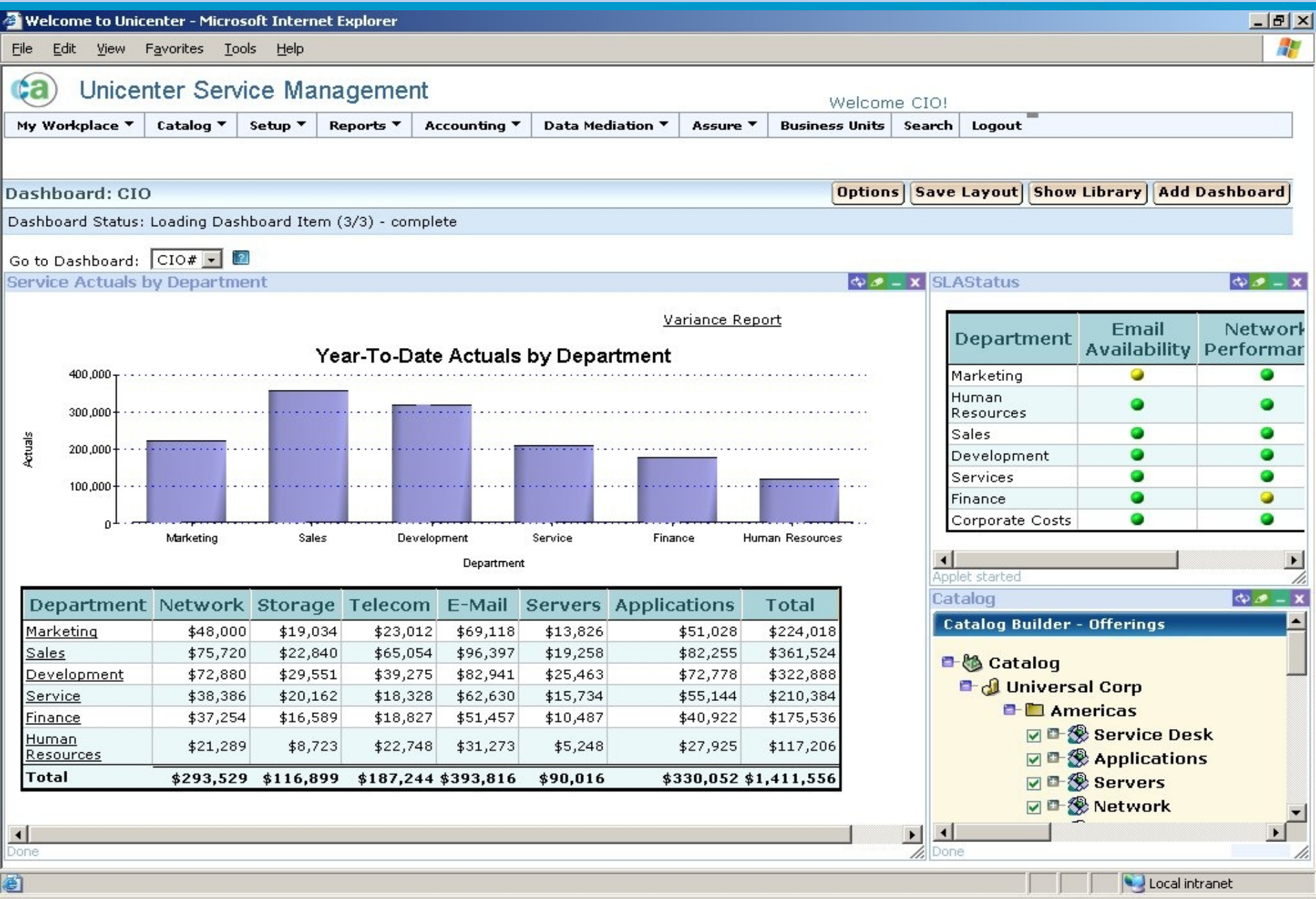
ITIL requirements from tools

- Centralized Management Database (CMDB) is a critical requirement of ITIL
  - CA's Enterprise Infrastructure Management (EIM) strategy revolves around a Single Management Database
- ITIL is about processes that cut across management silos
  - CA recognizes this and CA's EIM strategy revolves around automating processes and not functions
    - Asset discovery to license compliance
    - Vulnerabilities to remediation
    - Problem to resolution
    - Storage provisioning to optimization
- While the process is incremental, the goal should be holistic
  - CA offers the most complete service management solution that includes financial administration and business alignement
  - Assessment services help you develop the incremental approach

Service Management Solution

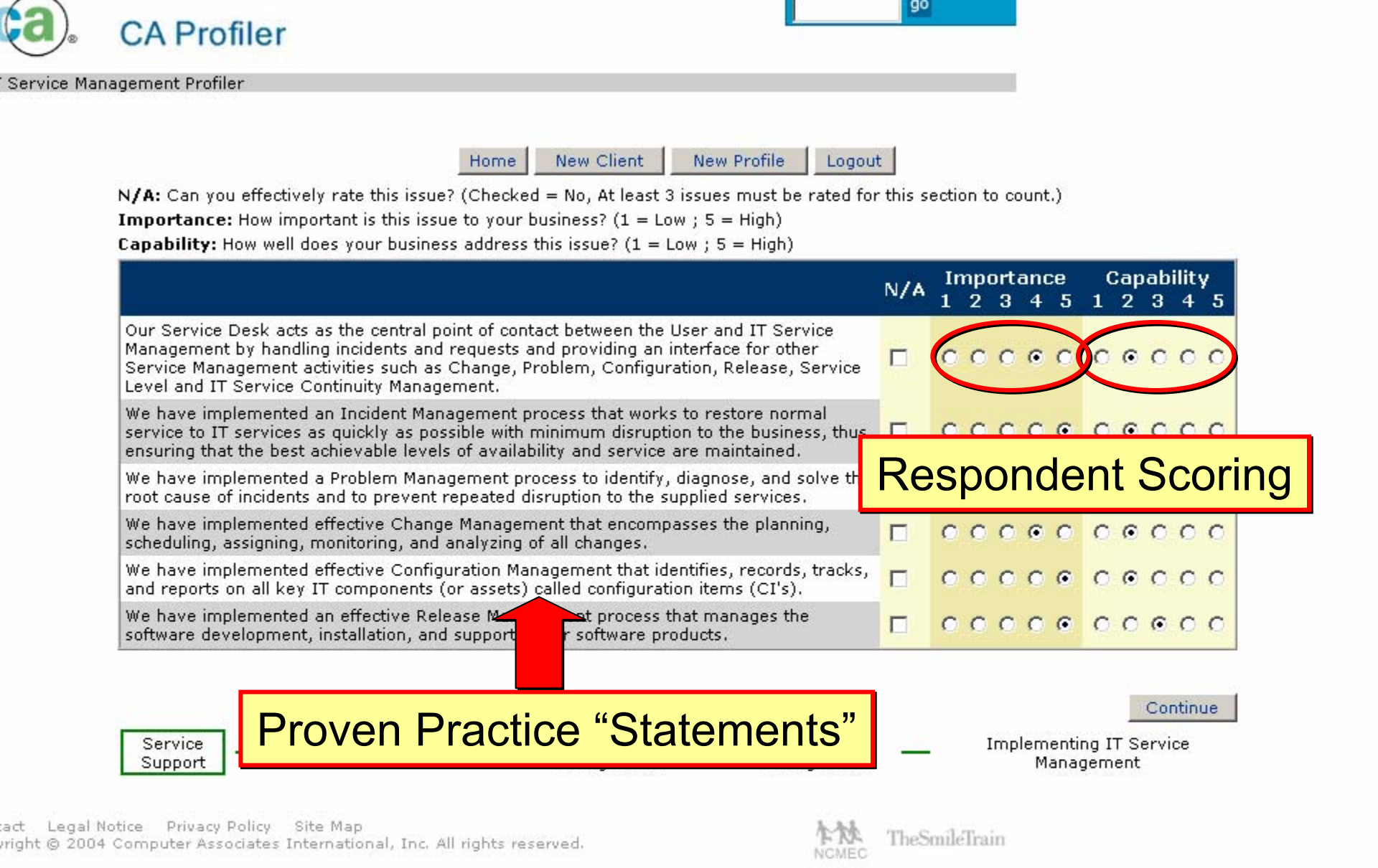


Roadmap to Service Intelligence



CA Profiler

Online GAP Analysis Tool



Typical Survey Section features…

CA Profiler

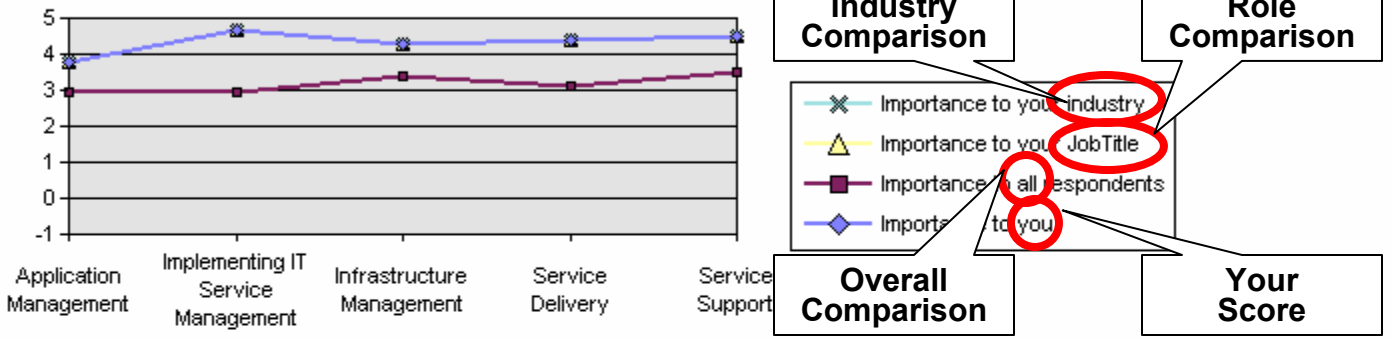
Back | Print | New Client | New Profile | Logout

Comparison Charts

3 Sets of Scores

Monday, June 21, 2004 10:07 AM
EventName:test
CA IT Service Management Profiler
Jno Hunt

Importance



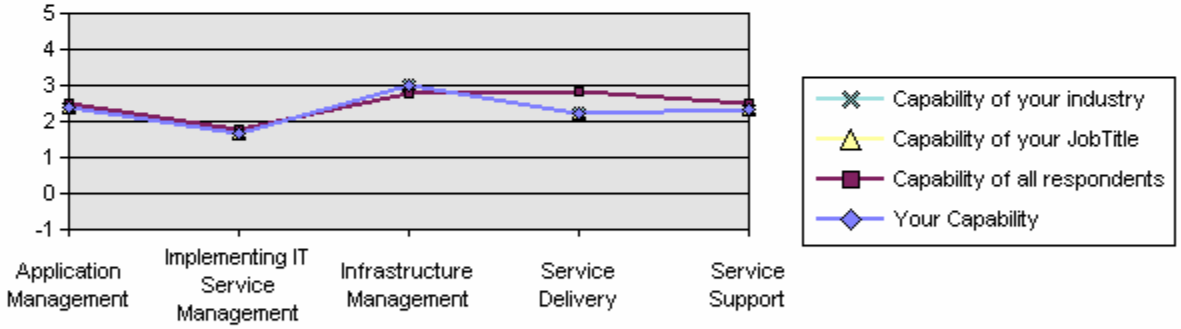
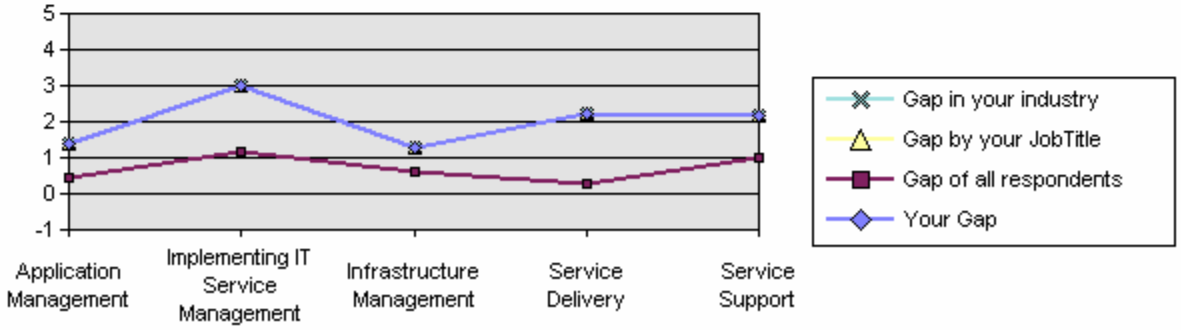
Industry Comparison

Role Comparison

Overall Comparison

Your Score

Capability



Gap